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OCT 20 2003  
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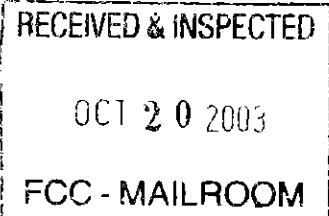
Mr William F Caton  
Office of Secretary  
Federal Communications Commission  
Room TW-B204  
445 12<sup>th</sup> Street, S W  
Washington, D C 20554

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 ELIZABETH A. HUSMAN  
NOTARY PUBLIC-MINNESOTA  
My Commission Expires Jan. 31, 2005



**NEW ACCESS**  
COMMUNICATIONS LLC  
The Smart Choice for Local and Long Distance Service



566071

Douglas Macdonald  
10 Noves Street  
Agawam MA 01001



**Carrier Change Notification**

Dear Valued Customer

This letter is to inform you of new and exciting changes for CCC GlobalCom Corporation/Ciera Network System customers. New Access Communications LLC ("New Access") is in the process of acquiring certain assets of CCC GlobalCom Corporation/Ciera Network Systems Inc ("Ciera")<sup>1</sup>, including the company's customer base. What this means for you is that all the telephone services you currently have with Ciera, will automatically convert to New Access, as early as October 20, 2003.

New Access is a nationwide provider of local and long distance telephone services. We have been in operation since 2000, with thousands of loyal and satisfied customers. Some of you may have already had the pleasure of speaking with our Customer Services Representatives in Minneapolis and Australia, who in the past month have been working hard to manage Ciera customer inquiries.

We are certainly pleased to welcome you to our service, as our customer. We are aware of the difficult transitional period for many Ciera customers and we thank you for your patience during this period. As our customer, we will work hard to satisfy and exceed your expectations.

New Access has no plans to change the rates, terms or conditions of services currently provided. If changes do occur, you will be provided with at least thirty (30) days prior written notice. Furthermore, no charges of fees will be imposed as a result of the transfer.

As our customer, you do have the right to choose your local or long distance provider. As such, if an alternative provider is available, you are free to choose another carrier to supply your service. If you do choose to select another carrier, you need to contact that carrier immediately to ensure that your services are transferred prior to October 20, 2003. Please note, you may incur a charge to transfer service.

All subscribers receiving this notice will transfer to New Access, unless another carrier has been selected, prior to October 20. This includes those who have arranged PIC freezes through their local exchange carrier (LEC). If you have a PIC freeze on your account, you will need to contact your LEC to arrange a new freeze.

If you have any questions concerning this transfer, please don't hesitate to contact us toll free on (800) 525-9510. Our experienced and friendly Customer Service Representatives look forward to answering your questions.

Sincerely,

New Access Communications LLC

<sup>1</sup> This includes all affiliates of CCC GlobalCom Corporation and Ciera Network Systems, including EqualNet Communications, Virtual Network Company, Omniplex Communications Corporation and Inconquest Communications Corporation.